



# City of Tempe

## HOUSING SERVICES SPECIALIST I+

### JOB CLASSIFICATION INFORMATION

|                                        |                |                                 |                                 |
|----------------------------------------|----------------|---------------------------------|---------------------------------|
| <i>Job Code:</i>                       | 150            | <i>FLSA Status:</i>             | Non-Exempt                      |
| <i>Department:</i>                     | Human Services | <i>Salary / Hourly Minimum:</i> | \$20.655769                     |
| <i>Supervision Level:</i>              | Non-Supervisor | <i>Salary / Hourly Maximum:</i> | \$27.746154                     |
| <i>Employee Group:</i>                 | UAEA           | <i>State Retirement Group:</i>  | ASRS                            |
| <i>Status:</i>                         | Classified     | <i>Market Group:</i>            | Housing Services Specialist II+ |
| <i>Safety Sensitive / Drug Screen:</i> | Yes            | <i>EEO4 Group:</i>              | Paraprofessionals               |
| <i>Physical:</i>                       | No             |                                 |                                 |

### DISTINGUISHING CHARACTERISTICS

The Housing Services Specialist I+ is the entry-level class in the Housing Services Specialist series. This class is distinguished from the Housing Services Specialist II+ by the performance of more routine tasks and duties assigned to positions within the series.

### REPORTING RELATIONSHIPS

Receives direct supervision from the Housing Services Supervisor.

Receives general supervision from the Housing Services Manager or from other supervisory or management staff.

### MINIMUM QUALIFICATIONS

|                                 |                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Experience:</i>              | One (1) year of experience in assisted housing programs, housing revitalization programs or affordable housing programs or directly related to the core functions of this position. Experience with Section 8 and/or CDBG, HOME or other housing grant programs is preferred. Bilingual skills are also preferred.                            |
| <i>Education:</i>               | Equivalent to a Bachelor's degree from an accredited college or university with major course work in social work, human services, sociology, public administration, or degree related to the core functions of this position.                                                                                                                 |
| <i>License / Certification:</i> | Possession of, or required to obtain within six (6) months of hire, one of the following professional certifications: <ul style="list-style-type: none"><li>● Housing Specialist</li><li>● Housing Occupancy</li><li>● Housing Quality Standards</li><li>● or other related housing or assisted housing professional certifications</li></ul> |

## ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform a variety of administrative technical and clerical duties involved in the implementation of the City's assisted housing programs; to perform specialized field and office work to provide housing assistance to residents, individuals and families, and to promote affordable housing opportunities through rental assistance and first-time homebuyer programs.

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Provide information and educate tenants, owners, and landlords regarding housing quality standards, and housing assistance policies, rules, and regulations.
- Accept and process housing assistance pre-applications and applications; maintain list of applicants.
- Negotiate with and notify owner of determinations with respect to their offers and proposals.
- Interview applicants and participants to determine eligibility and continuing eligibility for housing programs; certify financial eligibility for housing assistance programs.
- Compute tenant rent amounts; compute housing assistance payment amount; process rental assistance overpayments; maintain confidential records.
- Prepare and maintain required records, files and reports of activities.
- Negotiate and prepare lease agreements and contracts.
- Schedule inspection appointments for initial tenants and annual reviews for tenants on program; may conduct Housing Quality Standards inspections.
- Conduct rent reasonableness surveys.
- Assist in mediating differences between participants and landlords.
- Investigate suspected fraud or abuse and, if necessary, prepare and present documentation at informal reviews and hearings.
- Perform related duties as assigned.

## PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Work is performed in a general office environment with moderate noise;
- Operate a variety of standard office equipment including a computer, telephone, calculator, copy machine;
- Continuous and repetitive arm, hand and eye movement;
- May work in a stationary position for considerable periods of time;
- May lift and carry materials weighing up to 25 pounds;

- May require extensive reading and close vision work;
- May require working extended hours;
- May work alone for extended periods of time;
- May travel to/from meetings and various locations.

## COMPETENCIES

| CLASSIFICATION LEVEL                                                                                                                                     | INCLUDES      | COMPETENCIES                                                                                         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------------------------------------------------------------------------------------------------|
| Foundational                                                                                                                                             | All Employees | Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn |
| Non-Supervisory                                                                                                                                          | In Addition > | Teamwork, Customer Service, Initiative, and Dependability / Reliability                              |
| Supervisory                                                                                                                                              | In Addition > | Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others                   |
| Manager                                                                                                                                                  | In Addition > | Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring       |
| Deputy Director                                                                                                                                          | In Addition > | Entrepreneurship and Networking                                                                      |
| Director                                                                                                                                                 | In Addition > | Organizational Vision                                                                                |
| <p><i>For more information about the City of Tempe's competencies for all classifications:</i><br/> <a href="#">City of Tempe, AZ : Competencies</a></p> |               |                                                                                                      |

## JOB DESCRIPTION HISTORY

*Effective November 1988*  
*Reviewed August 1989*  
*Revised December 2001*  
*Revised June 2002 (creation of flex-class)*  
*Revised April 2017 (duties, education, licenses/certifications)*